

Self Service is Key to San Diego's Success

With a steady increase in circulation and library visitors, San Diego County Library relies on self service to offer more with less. As a partner in self service and efficiency technology, EnvisionWare was the top choice when the Library decided to expand their automated materials handling (AMH) capabilities.

The Library first installed EnvisionWare® Modular Sorter™ services in 2010 at two of their locations. Now, additional sorters are installed in six branches: Vista, El Cajon, San Marcos, La Mesa, Rancho San Diego, and Santee.

The AMH installations are part of the Library's strategic planning efforts to improve efficiency and optimize service delivery. EnvisionWare already provides RFID and computer and print management solutions (PC Reservation®, and LPT:One™) throughout the Library's thirty-three locations.

"An increase in circulation, program attendance, and library visitors has called for creative and innovative solutions to doing more with less," said San Diego County Library Director José Aponte. "Technology has enabled SDCL to offer self service solutions, empowering both customers and staff."

ENVISIONWARE PRODUCTS IN SAN DIEGO COUNTY LIBRARY

24-Hour Library™ (two)

EnvisionWare® RFID
Software Suite™

- PC Reservation®
- LPT:One™

Coin/Bill Acceptor (CBA™)

Automated Sorters (ten)